

# Public Works- General Services

City of Newton Performance Management Scorecard

December 2014

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value more than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

| Metric                                                                                                           |                                                             | Monthly |         |        |        | Yearly  |         |       |
|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------|---------|--------|--------|---------|---------|-------|
| Metric Goal                                                                                                      |                                                             | Avg.    | Target  | Actual | Result | LYTD    | YTD     | Trend |
| <b>Streets and Sidewalks</b>                                                                                     |                                                             |         |         |        |        |         |         |       |
| <b>Outcome #1 Insure that projects are on time and under budget</b>                                              |                                                             |         |         |        |        |         |         |       |
| % of construction projects on schedule                                                                           | Keep a minimum of 100% of projects on schedule              | 97%     | 100%    | 33%    |        | 96%     | 78%     |       |
| % of construction projects on budget                                                                             | Keep 100% of project under budget                           | 83%     | 100%    | 100%   |        | 82%     | 98%     |       |
| <b>Outcome #2 User friendly and durable streets</b>                                                              |                                                             |         |         |        |        |         |         |       |
| Number of road miles re-paved                                                                                    | Repave 8 miles of road during FY2014                        |         |         | 0.00   |        |         | 8.30    |       |
| % of potholes repaired within 3 business days                                                                    | Repair at least 100% of potholes within 3 days              | N/A     | 100%    | 88%    |        | 76%     | 92%     |       |
| <b>Outcome #3: Ensure a safe citywide sidewalk system</b>                                                        |                                                             |         |         |        |        |         |         |       |
| Miles of new sidewalk constructed                                                                                | Construct 2 miles of sidewalk in FY2014                     |         |         | 0.00   |        |         | 1.50    |       |
| Miles of sidewalks repaired                                                                                      | Repair 2.5 miles of sidewalk in FY2014                      |         |         | 0.00   |        |         | 3.00    |       |
| % of sidewalks made safe within 5 days                                                                           | Make at least 100% of sidewalks safe within 3 days          | 52%     | 100%    | 52%    |        | 88%     | 78%     |       |
| <b>Community Beautification</b>                                                                                  |                                                             |         |         |        |        |         |         |       |
| <b>Outcome #1 Create and maintain a beautified Newton</b>                                                        |                                                             |         |         |        |        |         |         |       |
| # of BoxART traffic control box art design                                                                       | Complete a total of 24 boxart traffic control boxes         |         |         | 0      |        |         | 0       |       |
| # of City Entrance Improvements: streets swept, traffic island cleanliness, cut grass, weeds and brush control   | Complete improvements at 10 entrances 3 times per year      |         |         | 0      |        |         | 50      |       |
| # of Village Painting Projects (fire boxes, parking meter poles, fire hydrants, fences, etc.)                    | Complete 13 painting projects during FY14                   |         |         | 0      |        |         | 50      |       |
| <b>Trash and Recycling</b>                                                                                       |                                                             |         |         |        |        |         |         |       |
| <b>Outcome #1 Effective trash and recycling program</b>                                                          |                                                             |         |         |        |        |         |         |       |
| Curbside recycling % of total tonnage                                                                            | Improve recycling rate of 35%                               |         | 35%     | 37%    |        |         | 35%     |       |
| % of trash pickups made on time without issue                                                                    | Maintain an accuracy rate of 99.99% for on-time collections |         | 99.99%  | 99.93% |        |         | 99.867% |       |
| % of recycling pickups made on time without issue                                                                | Maintain an accuracy rate of 99.99% for on-time collections | N/A     | 99.99%  | 99.97% |        | 99.945% | 99.975% |       |
| <b>Transportation</b>                                                                                            |                                                             |         |         |        |        |         |         |       |
| <b>Outcome #1: Safe and Efficient Street Lighting Infrastructure and Efficient and Effective Parking Systems</b> |                                                             |         |         |        |        |         |         |       |
| % of out of service parking meters replaced with 7 days                                                          | Replace 100% of out of service parking meters in 7 days     | 100.00% | 100.00% |        |        |         | 100.00% |       |
| % of LED Conversion Project completed on schedule                                                                | Complete 100% of project on schedule                        | 100.00% | 100.00% |        |        |         | 66.67%  |       |
| % of streetlamps repaired within 14 days of receipt                                                              | Repair at least 100% of streetlamps within 14 days          | 100.00% | 77.00%  |        |        |         | 74.00%  |       |
| 30 Miles of roadway painted (long lines) per year                                                                | Paint 30 miles of road in 2014                              |         |         | 0.0    |        |         | 28.0    |       |
| % of line painting projects completed on schedule                                                                | 100% of painting projects on schedule                       | 100.00% | 92.00%  |        |        |         | 67.67%  |       |

## Notes